GOVERNMENT OF INDIA
HEALTH AND FAMILY WELFARE
LOK SABHA

UNSTARRED QUESTION NO:1702
ANSWERED ON:25.11.2016
Poor Functioning of CGHS
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Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

Will the Minister of HEALTH AND FAMILY WELFARE be pleased to state:

(a) whether the Government has received a number of complaints regarding poor functioning of Central Government Health Scheme (CGHS) in the country;

(b) if so, the details thereof, State/UTwise and the reasons therefor along with the action taken/being taken by the Government on such complaints so far during the last three years;

(c) whether the Government has ever conducted any enquiry/audit/study on the functioning of CGHS facility in the country, if so, the details and outcome thereof and if not, the reasons therefor;

(d) whether the Government has any proposal to replace the CGHS with a Health Insurance Scheme (HIS), if so, the details thereof along with the time by which CGHS is likely to be replaced with HIS in the country; and

(e) the other steps taken/being taken by the Government to improve the functioning of CGHS in the country?

Answer

ANSWER
THE MINISTER OF STATE IN THE MINISTRY OF HEALTH AND
FAMILY WELFARE
(SHRI FAGGAN SINGH KULASTE)
(a) & (b): Some grievances have been received from CGHS beneficiaries through grievance portals and other channels regarding functioning of CGHS. These are mainly regarding non-issue of medicines, plastic cards, shortage of doctors/ specialists and long queue of patients in Wellness Centres.

Following action has been taken by the government in this regard:

(i) Appointment of retired doctors on contract basis as a stop gap arrangement to fill the vacant posts.
(ii) Medicines, which are not available at CGHS Wellness Centres are procured through Authorized Local Chemists.
(iii) A special drive was undertaken to clear the pendency of issue of CGHS Plastic cards
(iv) Option for self-printing of CGHS cards for existing CGHS beneficiaries.
(v) Introduction of on-line registration for consultation at selected Wellness Centres in Bengaluru and in one zone in Delhi.
(vi) Initiation of tele-consultation on trial basis in Delhi from two CGHS Wellness Centres with specialists of Dr. R.M.L Hospital.

(c): Regular internal audits and also external audits/studies on the functioning of CGHS have been carried out.

Outcome of some of the important studies are as under:

(i) Staff Inspection Unit (SIU) was carried out by Ministry of finance for Staff Pattern Norms based on patient attendance. Recommendations of the SIU have been implemented.
(ii) Based on the study carried out by Kaul Committee, computerization of all the CGHS Wellness Centres has been done
(iii) On the basis of recommendations of the CAG Audit on procurement of medicines, Medical Stores Organization (MSO) has initiated e-tender for procurement of Anti Cancer and other Lifesaving medicines. It has also been decided to procure only L1 Rate medicines under formulary for Branded Medicines.
(iv) Committee of Secretaries (COS) has also been monitoring the functioning of CGHS since 2008 and various steps have been implemented to make CGHS beneficiary friendly. As per the recommendations of COS, UTI-ITSL has been appointed as Bill Clearing Agency for settlement of credit bills of empanelled hospitals and diagnostic centres pertaining to the treatment of CGHS pensioner beneficiaries.
(v) The functioning of CGHS is also monitored by the Hon'ble Prime Minister and as per the directions under 'PRAGATI', the process of linking of Aadhar Number with CGHS beneficiary Numbers has been started.
A special drive was undertaken to clear the pendency of issue of CGHS Plastic cards. Provision has been made for self-printing of CGHS cards by existing CGHS beneficiaries.
(vi) DAR&PG conducted a study through Quality Council of India (QCI) to identify areas of Grievances in Different Ministries and organizations including CGHS and suggested possible solutions.
Based on the inputs so received:
â€¢ Financial Powers of Additional Directors of CGHS have been enhanced for early settlement of medical claims of Pensioners.

â€¢ Introduction of on-line registration for consultation at selected Wellness Centres in Bengaluru and in one zone in Delhi.
â€¢ Aadhar based Bio-metric Attendance for the staff at CGHS Wellness Centres has been implemented in Delhi and NCR.

(d): No.

(e): The following steps have been taken for improvement in the functioning of CGHS in the country:-

1. Regular Inspection of Wellness Centres is carried out.
2. Monthly advisory committee meetings are held for each Wellness Centres with CMO (Incharge)
3. Regular monitoring of empanelled hospitals by a team constituted by Additional Directors, CGHS of cities for this purpose.
4. Regular meeting of Additional Directors, CGHS with pensioner associations.
5. SMS alert facility to CGHS beneficiaries.
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